

# MASERGY

Performance Beyond Expectations

## User Manual for Callview Masergy's Call Accounting Version 1.0



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# Introduction

## What is Callview?

Callview is the Masergy Call Accounting application that integrates seamlessly with your Broadcore services. It captures outbound and inbound calls.

This application is web-based. You can easily download the data for archival purposes. We store the data for about 2 months.

## Logging into Callview

- Go to <http://callview.broadcore.com>
- Use your web portal User ID and password, click Login.
- Use same user name/passcode you'd use at <http://login.broadcore.com>
- You can use a user or admin login.

Select the calltypes to display			Select the period to display		
Type	Outgoing	Incoming	Begin	End	...
Domestic	<input type="checkbox"/>	<input type="checkbox"/>	20 August 2007	20 August 2007	...
International	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	...	...	...
Toll Free	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	...	...	...
Directory	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	...	...	...
Special	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	...	...	...

display

- Check the box Domestic Outgoing, if wanted.
- Check the box Domestic Incoming, if wanted.
- Change the date range to what you want displayed.
  - NOTE: The maximum date range is 40 days.
  - We keep logs for a few months, but you can only pick 40 days at a time. i.e. search August 1 to August 30, 2010 and then
- Click display.

This can take a few minutes depending on how many logs it is sorting.

Admin note: To see a specific user, take the above steps to view the list.

- Then under user, choose a specific user or phone number, click display again.

## Archiving

As an admin, next to the display button you will see an excel icon.

Click this to download all records for all users in the specified date range you have chosen.



As a user, you can select all (keystroke: control+a) and copy to a spreadsheet. Repeat this for every page you wish to archive.

## Reading the Records

- Page number: This display is the first 4 pages.
- Code: See section on Account Code.
- Direction:

- The green telephone is outgoing.



- The blue telephone is incoming.



User	Code	Begin	End	Caller	Called	Calltype	Direction
2125551000@broadcore.co		08/01/2007 02:25:59 AM	08/01/2007 02:28:08 AM	212-555-1000	800-555-9800	Domestic	
3105555000@broadcore.co	125	08/01/2007 06:39:36 AM	08/01/2007 06:40:04 AM	Restricted	310-360-1000	Domestic	
3105551501@broadcore.com		08/01/2007 06:39:36 AM	08/01/2007 06:40:04 AM	Restricted	310-555-1501	Domestic	
42455501220@broadcore.com		08/01/2007 07:30:27 AM	08/01/2007 07:30:29 AM	424-555-01220	949-555-8592	Domestic	

## Account Codes

This service allows the users to assign a code to certain calls that are related to an account for tracking purposes.

Two account code dialing methods are offered, which can be assigned concurrently to different users of a group.

### Mandatory Account Codes Description

Users assigned the mandatory Account Codes service are prompted to enter an account code every time they make a call outside of the group. When prompted to enter a code, the user dials the applicable digit string, after which the call resumes normally. The code is captured in the Callview.

- Emergency and repair calls are never prompted for an account code.

### Voluntary Account Codes

When this feature is assigned the user can do any of these things:

- Make a call as usual, without entering an account code.
- Use Account Codes on the phone
- Use account Codes on the Unity Client

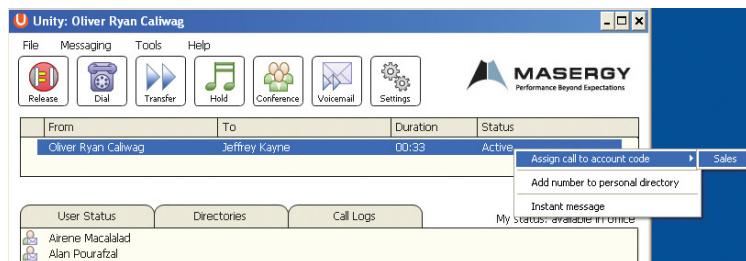
### Account Codes on the phone

- Dial \*71 before making a call.
- Dial the account code that is associated with call you are about to make, receives confirmation, and then proceeds with the call as usual. The sequence is as follows:

[Off-hook] [\*71] [prompt] [account code] [confirmation]  
[dial tone] [make a call]

## Account Codes with Unity Client

- Make a call which ever method you like
- Using the Unity client, Right click on the call.
- Select the account code that is associated with call you are about make.



### Configuration

The group administrator configures the Account Code service through the Group web portal. When configuring the service, the group administrator:

- Activates or deactivates the service.
- Selects the length of the account code.
- Selects whether the service should apply only to long distance calls.
- Selects which users of the group are assigned the service.
- Selects the activation method to be used for each user.

Users can view the Account Code page but cannot modify it.

If you need further assistance, please contact [support@masergy.com](mailto:support@masergy.com)